1. Benefits for Travel Agencies

2. How to log in
3. How to make a reservation
4. Reset password
5. Contact
1. Benefits for Travel Agencies

YOUR AGENCY SPACE is an online booking tool, that offers a simplified booking process for our partners on our Public Rates, Negotiated Rates (under request and once has been authorized by each company) and of course on our special Travel Agent Rate.

WHO IS IT FOR?
Any travel partner willing to book direct with NH Hotel Group

BENEFITS
- Book and manage your bookings 24 hours a day, 365 days a year.
- Access public rates, promotions and negotiated rates
- Create and operate with different profile usernames.
- Up-to-date information about all NH hotels.
- Specialized and experienced customer service in case support is needed
- Access to special Travel Agent Rates - Take advantage of up to 50% off BAR discount upon availability plus other added values.
Agenda

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2. How to log in
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2. How to log in

1. Go to [www.nh-hotels.com/travel-agents](http://www.nh-hotels.com/travel-agents) (or any other language version (e.g. .es, .de, etc.))

2. Log in

- Insert the email you have used to sign up
- Password: you will receive the password through email. If you do not remember it, use the “Forgot your password” option (see point 5 of this manual for more details)
- Tick “Keep logged in” if you do not wish to add your data each time
- Click on “ENTER” button
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3. How to make a reservation

Account options

Before starting, you can check some information in the top of the page.

* Once you are logged in, you will see your user name.
  e.g: Alberto del Bosque

*Reset my password*: Click here if you want to change or remember your password.

*Log Out*: Click here if you want to close the session.
3. How to make a reservation
Search for availability

If you want to make a reservation, follow the next steps after logging-in

2. Search for availability

* Fill in the required fields:
  - Company
  - Branches
  - Customer (if you are booking for a company)
  - Location (destination or hotel)
  - Check in and check out dates at destination
  - Occupancy: number of rooms and adults/children per room
* Click on “Book now” button.

3. Need help?

* If you have any doubt with the search and you need help, you can call us at this number.
3. How to make a reservation

Choose hotel (only for destination searches)

4. New search?

* If you want to change the search, you can do so here.

5. See hotels on the map?

* If you want to choose a hotel in a particular location, you can search for it here.

6. Choose your hotel

* You will see all hotels available at the destination.

* If you wish to filter the results, use the options on the left. e.g. Only show 4 star hotels and between a price range.
3. How to make a reservation

Choose room and rate

* Once you have chosen your hotel, you can book different options:
  - Type of room
  - Rate conditions: prepaid or flexible rates
  - Board type: room only, breakfast included and other options

* Click on the “SELECT” button on the right of your preferred combination.
3. How to make a reservation

Check the reservation information

Once you have selected your choice in the previous page, you will reach the last step of the booking process.

8 Check information

* You can do a last check of your reservation details:
  - Name of the hotel
  - Dates
  - Conditions
  - Price
3. How to make a reservation

**Fill in all the details**

9. **Check company details**

* Company details are pre-filled according to the profile: Name, Phone number and e-mail. This information cannot be modified at this step.
* You have the possibility of choosing who will receive the confirmation email - booker, guest, or both.

10. **Fill in the guest details**

* Guest details appear blank. You have to fill in all the fields: Name, Surname, Email, Phone number

11. **Fill in the rest of required information**

* You can add room preferences that will be considered by the hotel subject to availability, e.g. type of bed, smoking, baby crib, etc.
* Payment method: It depends on the agreement between NH Hotels and the Travel Agency.
* Read and accept the Terms & Conditions.
* Click on “Book now”
3. How to make a reservation

Confirmation (1/2)

Once you have finished the previous step, you will see the confirmation page with all the details of your reservation. This same information will be sent via email according to your selection in the step before. View the following example:

*It will include the Booking Number of the reservation.
* It will show the name of the hotel with its corresponding address.
*Booking Holder: Check the data of the person who is going to the hotel (Name, Phone and Email).
*If the person receiving the email wants to make changes - Click on “Manage your booking”. A new window will open requesting the following: Reservation Number, Email and Check in Date.
3. How to make a reservation
Confirmation (2/2)

*Booking Details: Dates, type of room, rate conditions, and board type.
*Price of accommodation will be shown (VAT included).
* Payment method: The one that you have chosen.
* Reservation Guarantee: Should it not be guaranteed, follow the recommended steps.
* Description and rate conditions.
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4. Reset Password

1. Go to [www.nh-hotels.com/travel-agents](http://www.nh-hotels.com/travel-agents) (or any other language version (e.g. .es, .de, etc.).

2. If you forgot your password, click on “Forgot your password?”

   * Once you click in the link, a new window will open.

3. Check your email address

   * Password will be sent to your email, so double-check that it is correctly written and that it is the email you have used to register.

   * Click on “SEND PASSWORD”
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Still have questions? We are more than happy to help!!

Go to:
http://www.nh-hotels.com/contact/travel-agents
search for your country and email or call us!
THANKS!